



Network Rail  
Freedom of Information  
The Quadrant  
Elder Gate  
Milton Keynes  
MK9 1EN

T 01908 782405  
E [FOI@networkrail.co.uk](mailto:FOI@networkrail.co.uk)

Andrew Stott  
By email: [request-373591-d794fc53@whatdotheyknow.com](mailto:request-373591-d794fc53@whatdotheyknow.com)

28<sup>th</sup> February 2017

Dear Mr Stott

**Information request**

**Reference number:** FOI2017/00002

Thank you for your request of 23<sup>rd</sup> November 2016. You requested the following information:

*Please supply the following information held by Network Rail concerning the Tunbridge Wells to London Charing Cross train service scheduled to depart Tunbridge Wells at 0720 on 5 September 2016 ("this train service" in the rest of this request). (Note: we believe, but cannot be certain, that the train identifiers might be "2H62", "892H62MA05" and/or W47671).*

- (1) Data held on the TRUST system about the operation of this train service, plus relevant information to allow this data to be interpreted.*
- (2) Data held on the PALADIN system about this train service, plus relevant information to allow this data to be interpreted.*
- (3) Data held on the PEARS system about this train service, plus relevant information to allow this data to be interpreted.*
- (4) The times that this train service on this day was scheduled to pass each monitoring point, and the times that it did actually pass each monitoring point.*
- (5) The stations at which this train service was scheduled to stop, and the stations at which it did actually stop, and at what times.*

- (6) *What if any variation requests were received to change the intermediate stopping points for this train service, and contents of any such requests.*
- (7) *What if any “fail to stop” reports concerning this train service were received by Network Rail or were generated internally by Network Rail, the contents of any such requests, and when these were recorded on the TRUST database and on other Network Rail systems.*
- (8) *What if any other notifications were received concerning the stops made or not made by this train service, the content of any such notifications and when these were recorded on the TRUST database and on other Network Rail systems.*
- (9) *Whether this train service was regarded as a Public Performance Measure “success” or “failure” for the purposes of the “real time” PPM data feed, and if a failure for what reason or reasons was it regarded as a failure, and to which party the failure was attributed.*
- (10) *Whether this train service was regarded as a Public Performance Measure “success” or “failure” in the Period 6 PPM data published on the Network Rail website at <http://www.networkrail.co.uk/about/perfo...>, and if a failure for what reason or reasons was it regarded as a failure, and to which party the failure was attributed.*
- (11) *All correspondence, including emails, held by Network Rail concerning the scheduled and actual timing, the scheduled and actual stops made by this train service, and the attribution of any performance shortfall.*
- (12) *Any other information held by Network Rail concerning the actual running of this train service and its actual stopping pattern.*

*Please supply the requested information with any necessary additional explanation of any codes or abbreviations used, for instance in computer records.*

We then wrote to you on 21<sup>st</sup> December 2016 with a section 14(1) refusal. Upon receipt of your email on 1<sup>st</sup> January 2017 we reconsidered your request.

I have processed your request under the terms of the Freedom of Information Act 2000 (FOIA).

I can confirm that we hold some of the information you requested.

- (1) *Data held on the TRUST system about the operation of this train service, plus relevant information to allow this data to be interpreted.*

I can advise that the information would not be held on TRUST because TRUST does not retain data after day eight. However, historical performance information is held on our official reporting system PSS

- (2) *Data held on the PALADIN system about this train service, plus relevant information to allow this data to be interpreted.*

I can advise that we no longer use PALADIN as a performance reporting system. However, the information would be held on our official reporting system PSS.

- (3) *Data held on the PEARS system about this train service, plus relevant information to allow this data to be interpreted.*

I can advise that PEARS is not a historical store of performance data at train level.

- (4) *The times that this train service on this day was scheduled to pass each monitoring point, and the times that it did actually pass each monitoring point.*

Please find attached the excel spreadsheet labelled "Tunbridge Wells to Charing X 2H62". The data attached has come from our official reporting system PSS. The spreadsheet details the time the train passed each monitoring point, the stations the train was scheduled to stop and whether this train was a PPM pass or fail. All recorded fail to stop locations for this train are captured in the Delay Reasons table at the bottom of the sheet alongside the delays that the train suffered.

When viewing the data, please be aware that there are some stations where we do not store actual times. For example, we do not record times at Hildenborough. Therefore, the fact that there is no timing against this station does not necessarily mean that the train failed to stop at the station. If the train did fail to stop at these types of stations we would be reliant upon the operator informing control of this fact and control would manually edit the data record.

- (5) *The stations at which this train service was scheduled to stop, and the stations at which it did actually stop, and at what times.*

This has been answered by question four.

- (6) *What if any variation requests were received to change the intermediate stopping points for this train service, and contents of any such requests.*

South Eastern would have made the decision to skip stations as part of their service recovery plan. They advised us and we recorded the information on TRUST. As previously stated, if a service skips a station it is immediately classified as a PPM fail.

- (7) *What if any "fail to stop" reports concerning this train service were received by Network Rail or were generated internally by Network Rail, the contents of any*

*such requests, and when these were recorded on the TRUST database and on other Network Rail systems.*

Please find attached the file labelled "FOI Tunbridge Wells Services - Charring Cross Train ID 892H62MA05". This information has been compiled and interpreted using PSS data only.

- (8) *What if any other notifications were received concerning the stops made or not made by this train service, the content of any such notifications and when these were recorded on the TRUST database and on other Network Rail systems.*

I can advise that all correspondence received was inputted into TRUST and can be found within the file labelled "FOI Tunbridge Wells Services - Charring Cross Train ID 892H62MA05". I can advise that we do not hold any other types of notifications.

- (9) *Whether this train service was regarded as a Public Performance Measure "success" or "failure" for the purposes of the "real time" PPM data feed, and if a failure for what reason or reasons was it regarded as a failure, and to which party the failure was attributed.*

I can advise that we do not hold this information as we do not keep a historical record of Real Time PPM data feeds.

- (10) *Whether this train service was regarded as a Public Performance Measure "success" or "failure" in the Period 8 PPM data published on the Network Rail website at <http://www.networkrail.co.uk/about/performance/>, and if a failure for what reason or reasons was it regarded as a failure, and to which party the failure was attributed.*

I can confirm that this train was a PPM failure in the Period 8 published PPM data. It was regarded as a PPM failure as the service was more than five minutes late at destination.

- (11) *All correspondence, including emails, held by Network Rail concerning the scheduled and actual timing, the scheduled and actual stops made by this train service, and the attribution of any performance shortfall.*

I can advise that we hold no additional correspondence concerning the scheduled and actual stops made by this train service.

- (12) *Any other information held by Network Rail concerning the actual running of this train service and its actual stopping pattern.*

I am unable to identify the information you require from the details you have provided. My difficulty is that where you write "any other information" this could be interpreted in a number of ways as "information" has a very broad definition under the Freedom of Information Act 2000 (FOIA) (it means all information recorded "In any form"). A request for "any information" would potentially involve searching every

possible system and repository within Network Rail. We would therefore require you to specify the information you require so that we can conduct our searches against this criteria.

To explain in a little further by way of example, I know from discussions with experts in our performance team that we hold berth to berth records showing the times at which trains pass each signal. This data would be captured within “any other information” but we know that we could not extract it within the 18 hour time/cost limit of the FOIA. It would be neither fair nor appropriate for me to look to interpret your request, particularly since a literal reading of it would be likely to take us over the cost threshold and prevent us providing any information at all. If you do require more information than we have provided, please come back to me to provide detail of what specific “other [further] information” you are looking for and we will pick this up as a new request.

If you have any enquiries about this response, please contact me in the first instance at [FOI@networkrail.co.uk](mailto:FOI@networkrail.co.uk) or on 01908 782405. Details of your appeal rights are below.

Please remember to quote the reference number at the top of this letter in all future communications.

Yours sincerely

Anisha Pandya  
Information Officer

The information supplied to you continues to be protected by copyright. You are free to use it for your own purposes, including for private study and non-commercial research, and for any other purpose authorised by an exception in current copyright law. Documents (except photographs) can also be used in the UK without requiring permission for the purposes of news reporting. Any other re-use, for example commercial publication, would require the permission of the copyright holder. Please contact me if you wish to re-use the information and need to seek the permission of the copyright holder.

### **Appeal Rights**

If you are unhappy with the way your request has been handled and wish to make a complaint or request a review of our decision, please write to the FOI Compliance and Appeals Manager at Network Rail, Freedom of Information, The Quadrant,

Elder Gate, Milton Keynes, MK9 1EN, or by email at [foi@networkrail.co.uk](mailto:foi@networkrail.co.uk). Your request must be submitted within 40 working days of receipt of this letter.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

**Web:** [www.networkrail.co.uk/foi](http://www.networkrail.co.uk/foi)